





# VINCENT RAPAKA

Fujairah, UAE 

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Vincent Rapaka 



## OBJECTIVE

Seeking a professional and challenging position in a well-established company that can increase my abilities and help me to improve skills in a way that will be beneficial for myself & my employee.



## EDUCATION

**MSC – Mobile and Computing Networks /CCNA | Leeds Metropolitan University**  
UNITED KINGDOM - 2010

**Bachelor's Degree – Electronics and Communication Engineering | Jawaharlal Nehru University**  
INDIA – 2008



## EXPERIENCE

**Information Technology Officer | Nour Arjaan by Rotana**

07/10/2020 – PRESENT

- Executes property disaster recovery and business continuity as it relates to technology.
- Responsible for property compliance with appropriate company Policy and Information Security Manual and takes action to address deficiencies.
- Determines solutions and implements per SOPs.
- Reviews vendor proposals and selects appropriate vendor for local technologies/hardware.
- Ensures compliance to technology-related vendor contracts.
- Ensures properties are securing and maintaining technology assets accordance with company policies and standards.
- Advises and ensures that property management has adequately addressed technology needs in short- and long-term planning.
- Uses knowledge to solve support issues and train/develop junior employees.
- Manages information technology security compliance and ensures proper implementation of security measures Manages reporting and compliance efforts for assigned area.
- Creates and maintains secure server environment.
- Performs server backups and routine/non-routine preventative maintenance.

- Communicates and ensures implementation of information technology standards and best practices
- Evaluates and makes recommendations regarding technology/asset life-cycles.
- Ensures that properties are properly equipped in terms of PCs, hardware, servers, etc.
- Foresees, identifies and ensures resolution of system(s)' performance problems Certifies software applications for use at properties Consults with properties on all aspects of information technology.
- Provides exceptional customer service.
- Ensures that property management have realistically budgeted and prioritized department operating budgets based on anticipated information technology projects and property support/needs requirements.
- Possesses in-depth understanding of the financial dynamics of property operations and applies knowledge/judgment to assist management in achieving technology-related goals.
- Provides guidance to and assists properties in reviewing operating statements; researches and resolves discrepancies in technology charges.

#### **Cluster IT Officer | Fujairah Rotana Resort & Spa / Nour Arjaan by Rotana**

MAY 2016 – SEPTEMBER 2020

#### **IT Coordinator | Fujairah Rotana Resort & Spa**

AUGUST 2016 – APRIL 2016

#### **IT Supervisor | Fujairah Rotana Resort & Spa**

JAN 2014 – JULY 2015

#### **IT Butler | Al Manshar Rotana - Kuwait**

APRIL 2012– JAN 2014



### **OTHER TASKS**

- Monitoring and controlling inventories for all IT related software and hardware Establishing a system audit procedure
- Providing systemic daily data backup, retrieval procedure and ensuring that all backup jobs are according to the schedule
- Ensuring that all hardware and software are supported by proper maintenance contracts
- Implementing, reviewing and complying with all security measure identified in the IT security.
- Recognition and Reconfiguration the Network of both admin and guest
- Building IT inventory for all IT equipment responsible for achieving the IT department goals, in terms of Guest' satisfaction and adopting corporate standards.



## PROJECTS HANDLED

- Aruba Wireless Project – Wi-Fi Network
- Micros Symphony / Infrasy Cloud Project – Point of Sales
- CCTV Project – IP Cameras



## SYSTEMS & SOFTWARE SALUTATION

- PMS – Opera
- MICROS Symphony Point of Sale
- MS office 2010, 2013 & publisher
- Spa Spark software
- Financial Accounting system - Sun Systems
- MS-DOS, Windows XP, 7, 10, 2000 (Server & Professional)
- Call account Avaya & Cisco System
- AVAYA IP & Cisco IP PABX
- Oasys & Bayan system (payroll system)
- VM ware VXRail
- IDS – Scala Player
- Aruba & Cisco Wireless Network
- Richo, Muratec, Sharp & HP Printer Maintenance
- Network (Administrator & Maintenance)



## UAE DRIVING LICENSE AVAILABLE